

# BSO Tutorial for Tax Year 2010



## Wage File Upload

Contains the following lessons:

- [Lesson 1: Access Wage File Upload](#)
- [Lesson 2: Submit a W-2 Wage File, a W-2c Wage File, a Resubmission File, or a Reconciliation File](#)
- [Lesson 3: Submit a Special Wage Payments File](#)

Follow the instructions below to submit a W-2 Wage File, a W-2c Wage File, a Resubmission File, a Reconciliation File, or a Special Wage Payments File to the Social Security Administration (SSA).

For information on preparing formatted W-2 files for electronic filing (EFW2, formerly MMREF-1), or W-2c files (EFW2C, formerly MMREF-2), go to [www.socialsecurity.gov/employer/pub.htm](http://www.socialsecurity.gov/employer/pub.htm).

Submit a reconciliation file to the SSA only when you have received a letter from the SSA notifying you of a discrepancy between money amounts shown on a Form W-3 sent to the SSA and a Form 941 sent to the IRS.

## Lesson 1: Access Wage File Upload

**STEP 1:** Point your browser to the Business Services Online (BSO) “Welcome to Business Services Online” page: [www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

**Social Security Online**  
www.socialsecurity.gov

**Business Services Online**  
Welcome to Business Services Online

**Online Services Availability**  
Monday-Friday: 5 AM - 1 AM ET  
Saturday: 5 AM - 11 PM ET  
Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**BSO Information**

- BSO Electronic W-2 Filing Handbook
- Tutorial
- Suite of Services
- Navigation
- Online Security Policy

**Wage Reporting**

**Social Security**

- Frequently Asked Questions
- Employer W-2 Filing Instructions & Information
- W-2 News - Subscribe Today!
- Contact Us

**Internal Revenue Service**

- IRS Employment Tax & W-2 Requirements
- Apply For EIT

**SSN Verification**

- SSNVS Handbook

**Other Governmental & Employment Links**

- The Privacy Act and the Freedom of Information Act
- Electronic Records Express
- Government to Government Services Online

**News**

- Wage News
- Electronic Records Express News
- Social Security Number Verification News
- Consent Based SSN Verification News
- Form SSA-1694 News

**Business Services Online**  
Welcome to Business Services Online

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this website. Registered users may Request, Activate and Access various BSO services and functions.

**REGISTRATION** - If you are a new user, select the "Register" button to create a password and receive your User ID. If you have started and need to complete your Registration process, select the "Complete Phone Registration" button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

**LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS** - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select links from the left panel to manage your account information (deactivate your User ID and change your password) or manage your services (request new services, view pending services, and enter activation code), and in some cases manage your employer information.

[Información para el Empleador en Español](#)

**Log in to Business Services Online here**

**New user? Register for Business Services Online here**

**Complete Phone Registration** [what is this?](#)

**Explanation of BSO Services**

**Reporting Wages to the SSA**

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, it can be acknowledged online. Additionally, you may ask for a one time 15-day extension to the deadline for resubmitting your wage file.

[More information about Reporting Wages](#)

**Social Security Number Verification Service (SSNVS)**

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

[More information about Verifying Social Security Numbers](#)

**Form SSA-1694 Request for Business Entity Taxpayer Information**

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment must provide SSA with taxpayer identification information using the Form SSA-1694. For information on how to register, contact [QCO.AREP.Registration@ssa.gov](mailto:QCO.AREP.Registration@ssa.gov).

**Select Login** to complete, update or view the Form SSA-1694.

**Select Register** to obtain a User ID and password to complete the Form SSA-1694.

[More information about the Attorney Fee Service](#)

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0776.

USA.gov [Privacy Policy | Website Policies & Other Important Information | Site Map](#)  
Last reviewed or modified Friday June 06, 2008 [Need Larger Text?](#)

**STEP 2:** Select the **Log In** button on the BSO “Welcome to Business Services Online” page. The system displays the “Log In to Online Services” page.

Social Security Online Business Services Online

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

### Log In to Online Services

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**New User?**  
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone](#) or [paper form](#) and need to create a password?

**Existing User?**  
Please login in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files

☐ I have read & agree to these terms.

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

**STEP 3:** Enter your User ID and Password.

**STEP 4:** Select the **I have read & agree to these terms** check box on the “Log In to Online Services” page.

Select the **Log In** button to display the “BSO Main Menu” page.

To return to the BSO “Welcome to Business Services Online” page, select the **BSO Welcome** link at the top or bottom of the page.

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Main Menu** [HELP](#)

DQTV TEST  
[Logout](#)

Welcome, DQTV TEST  
Your password expires on **December 07, 2007**

**Report Wages To Social Security**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions  
View errors and error notices for wage files and/or wage reports submitted by or for your company

**Social Security Number Verification Service**  
Request online SSN verification, or  
Submit files for SSN verification

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 5:** Select the **Report Wages To Social Security** link on the “BSO Main Menu” page. The system displays the “Wage Reporting Attestation” page.

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Keyboard Navigation | Logout

**Wage Reporting Attestation**

**User Certification for Electronic Wage Reporting**

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that I am the individual authorized to conduct business under this User ID and have the authority to either attest to the accuracy of the data and/or transmit wage information and to receive employee wage information for the employer.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

[I Accept](#) [I DO NOT Accept](#)

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.



**STEP 6:** Select the **I Accept** button on the “Wage Reporting Attestation” page. The system displays the Electronic Wage Reporting (EWR) home page.

To return to the “[BSO Main Menu](#)” page, select the **I DO NOT Accept** button.

**Social Security Online Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) | [BSO Main Menu](#) | [BSO Information](#) | [Keyboard Navigation](#) | [Logout](#)

## Electronic Wage Reporting (EWR)

**Reporting Wages to Social Security**

Forms W-2/W-3 Online | Forms W-2c/W-3c Online | **Upload Formatted Wage File**

**Warning** This tab is **not** for submitting Forms W-2(c)/W-3(c) created using the other tabs.

[Submit/Resubmit a Formatted Wage File](#)  
 You may submit an appropriately formatted electronic file containing annual wage data or resubmit a formatted file that was returned to you for correction. The required file format is described in these [Social Security publications](#).

[Submit a Special Wage Payments File](#)  
 You can submit an electronic file that contains special wage payment data as defined in Internal Revenue Service Publication 957.

**Submission Status**  
[View Submission Status](#)  
 Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

**Employer Report Status**  
[View Wage Report Status](#)  
 Check report status or view errors for reports submitted for your company by a third party.

**Resubmission Notice**  
 If you received a Resubmission Notice, you may use the following link to acknowledge receiving the Notice and/or to request a one-time 15-day extension of the deadline:  
[Acknowledge Notice and/or Request Extension](#)

- You will need information from the Notice to acknowledge the notice or request an extension.
- You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.

**Alerts and News for EWR**  
[E-mail a Wage Reporting Expert](#)  
[Información en Español](#)

**Online Tutorials & Training**  
[Wage Reporting Handbook](#)  
[SSN Verification Handbook](#)  
[Online Registration Handbook](#)  
[Online Tutorial](#)  
[FAQs - General Employer](#)

**Other Useful Information**  
[Before You File](#)  
[Checking SSNs](#)  
[Uploading Formatted Files](#)  
[For Other Electronic Filers](#)  
[General Info about Wage Filing](#)  
[IRS Information](#)  
[Publication Resources](#)

[Employer Support Links](#)

Have a question? Call **1-800-772-6270** Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

**STEP 7:** Select the **Upload Formatted Wage File** tab to access Wage File Upload.

## Lesson 2: Submit a W-2 Wage File, W-2c Wage File, a Resubmission File, or a Reconciliation File

**STEP 1:** Under the tab **Upload Formatted Wage File** on the EWR home page, select the **Submit/Resubmit a Formatted Wage File** link, the system displays the “Before You Start” page.

Social Security Online  
www.socialsecurity.gov EWR Home | E-mail a Wage Reporting Expert | Keyboard Navigation | Logout

### Upload Formatted Wage File

[EWR Handbook](#)

#### Before You Start

Name: DQTV TEST  
Steps: **1. Before You Start** 2. What's in the File? 3. Submit Your File 4. Confirmation

You should already have a file in EFW2 format generated by your payroll system. Before sending it, we recommend that you take the following steps to ensure that the file is error-free and can be sent quickly.

**1. Review your file(s) for correct formatting.**  
We provide AccuWage and AccuW2C error-checking software for both W-2 and W-2c wage report formats. Reviewing your file with one of these software programs can prevent it from being rejected and returned.  
[What do these programs check?](#)  
[Which errors are most critical to fix?](#)  
[Download AccuWage](#) [Download AccuW2C](#)

**2. Zip Your File**  
If you have over 500 W-2s or a slow connection, the transmission will be faster if the file is zipped (compressed).  
WinZip and PKZip are examples of acceptable compression packages.  
Do not put more than one wage file (EFW2 format) into a zip file because a unique identifier will be assigned to each one.

Do not repeat the employer record for each W-2/W-2c. If your organization files on behalf of multiple employers, include no more than 1 million RW records or 50,000 RE records per submission. If your organization files on behalf of multiple employers, include no more than 500,000 RCW records or 25,000 RCE records per submission. Following these guidelines will help to ensure that your wage data is processed in a timely manner.

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 2:** Select the **Continue** button, the system displays the “What’s in the File?” page.

Select the **Quit without sending** button to return to the [EWR home](#) page,

Social Security Online
Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

## Upload Formatted Wage File

[EWR Handbook](#)

**What's in the File?**

Name: DQTV TEST

Steps: [1. Before You Start](#) | **2. What's in the File?** | [3. Submit Your File](#) | [4. Confirmation](#)

**Which of the following is the best description of the wage report(s) in your file?**

☒ New W-2s/W-3s for Tax Year 2010 or previous tax year (EFW2)  
☐ New W-2cs/W-3cs to correct mistakes on previously processed W-2 forms (EFW2C)  
☐ Resubmission to correct errors that prevented SSA from processing a previously submitted file  
 (Select only if you have received a Resubmission Notice)

**Have you received a Reconciliation letter?**

☐ YES, I am uploading this file because I received a letter saying the money amounts reported to the IRS (941) did not match the amounts reported to SSA (W-3).

Quit without sending
Back to Step 1
Continue

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 3:** Choose the type of wage file you want to submit:

- Select the **New W-2s/W-3s for Tax Year 2010 or previous tax year (EFW2)** radio button to submit a W-2 wage file.
- Select the **New W-2cs/W-3cs to correct mistakes on previously processed W-2 forms (EFW2C)** radio button to submit a W-2c wage file.
- Select the **Resubmission to correct errors that prevented SSA from processing a previously submitted file** radio button to submit a Resubmission file. The system will display two extra fields: Original receipt year and WFID (see the screenshot below). You can get this information from the Resubmission Notice. This option should be used only if you have received a notice from the SSA asking you to correct and resubmit your data. The Employer Identification Number (EIN) of the person resubmitting wage data to SSA must match the EIN of the person who originally submitted the file.

**Which of the following is the best description of the wage report(s) in your file?**

☐ New W-2s/W-3s for Tax Year 2010 or previous tax year (EFW2)  
☐ New W-2cs/W-3cs to correct mistakes on previously processed W-2 forms (EFW2C)  
☒ Resubmission to correct errors that prevented SSA from processing a previously submitted file  
 (Select only if you have received a Resubmission Notice)

Please enter the following information from the Resubmission Notice:

Original receipt year (not Tax Year): ▼


Wage File Identifier (WFID):

If you received a Reconciliation letter, select the check box.

To return to the [EWR home](#) page, select the **Quit without sending** button.

To return to the “[Before You Start](#)” page, select the **Back to Step 1** button.

To submit a file, select **Continue** button to go to the “Submit Your File” page.



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Electronic Wage Reporting (EWR)

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 **Upload Formatted Wage File**

 **EWR Handbook**

**Submit Your File**

Name: JOHN BENT

Steps: 1. Before You Start 2. What's in the File? 3. Submit Your File 4. Confirmation

Select your file by using the Browse button. Then, select the Submit button to upload your file.

Select file:

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 4:** Enter the name of a wage file in the **Select File** field, or use the **Browse** button to select a wage file from your computer's file system.

Select the **Submit** button to upload your file. During file transmission, an “in progress” window is displayed. When the file upload is completed, the system displays the “Confirmation – Your File Was Received” page. A pop-up window advising you to save and/or print the page will also appear.

Select the **Quit without Sending** button to return to the [EWR home](#) page.

Select the **Previous Page** button to return to the “[What's in the File?](#)” Page.



Social Security Online Electronic Wage Reporting (EWR)

[www.socialsecurity.gov](#) | [EWR Home](#) | [E-mail a Wage Reporting Expert](#) | [Keyboard Navigation](#) | [Logout](#)

## Upload Formatted Wage File

[EWR Handbook](#)

**Confirmation - Your File Was Received**

Name: JOHN BENT

Steps: 1. Before You Start   2. What's in the File?   3. Submit Your File   **4. Confirmation**

Your submission was successful. Use your browser menu to save or print this acknowledgment of receipt for your records, as proof of your filing date, and to keep a record of the Wage File Identifier for checking the processing status.

Receipt Date: 09/15/2010 07:16 AM Eastern Standard Time	Wage File Identifier (WFID): KVZ305
Employer Identification Number (EIN): 010000000	Your File Name: W-2W-3 Online DSS V1.2.doc
File Size: 4,117,504 bytes (4,021 Kb)	Assigned File Name: 12B151C3D7CC9353_2011KVZ30501

**Check the size of your file. [How?](#)**  
 If it is not the same as the file size shown on your computer, there may have been a problem with transmission. Please contact BSO Technical Assistance at 1-888-772-2970. For TDD/TTY call 1-800-325-0778.

**What to expect:**

- You can check the status online at any time. However, allow 1-6 weeks for Social Security to complete the processing of your file, depending on the time of year.
- If you receive a Resubmission Notice from SSA, please use the Resubmission Notice application on the EWR home page to acknowledge the Resubmission Notice and/or request extension.

**Thank you for submitting your report using Business Services Online.**

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 5:** Check the File Size displayed on the Confirmation page. If it is not the same as the file size shown on your computer, contact BSO Technical Assistance at 1-888-772-2970.

To submit another file, select the **Submit Another File** button.

To return to the [EWR home](#) page, select the **EWR Home** button or the **EWR Home** link at the top of the page.



*If a communications disruption occurs while you are submitting a wage file, log in again and select the **View Submission Status** link from the EWR home page to determine whether the file transfer was successful. If the submission is not displayed, you will have to submit it again. Select the same submission type that you initially selected.*

## Lesson 3: Submit a Special Wage Payments File

Follow the instructions below to submit a special wage payments file to the Social Security Administration (SSA). For information on preparing Special Wage Payment data files for electronic filing, go to: <http://www.irs.gov/pub/irs-pdf/p957.pdf>.

**STEP 1:** Under the tab **Upload Formatted Wage File** on the [EWR home](#) page, select the **Submit a Special Wage Payments File** link, the system displays the “Submit Your Special Wage Payments File” page.

The screenshot shows the 'Electronic Wage Reporting (EWR)' interface. At the top, there's a red header with 'Social Security Online' and 'Electronic Wage Reporting (EWR)'. Below this is a navigation bar with links: 'www.socialsecurity.gov', 'EWR Home', 'E-mail a Wage Reporting Expert', 'Keyboard Navigation', and 'Logout'. The main heading is 'Upload Special Wage Payment File'. A link for 'EWR Handbook' is visible. The page is titled 'Submit Your Special Wage Payments File'. It shows a 'Name: ERESUB VALIDATION' field. The instructions are divided into three steps: 1. Review your file(s) for correct formatting, 2. Zip Your File, and 3. Submit Your File. Step 3 includes a 'Select file:' field with a 'Browse...' button and a 'Submit' button. There is also a 'Quit without sending' button at the bottom left. A footer contains contact information: 'Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

**STEP 2:** Select the **Reporting Back Pay and Special Wage Payments** link to view the Internal Revenue Service (IRS) Publication 957, “Reporting Back Pay and Special Wage Payments to the Social Security Administration”.

Enter the name of a wage file in the **Select File** field, or use the **Browse** button to select a wage file from your computer’s file system.

Select the **Submit** button to upload your file. During file transmission, an “in progress” window is displayed. When the file upload is completed, the system displays the “Confirmation – Your File Was Received” page. A pop-up window advising you to save and/or print the page will also appear.


Select the **Quit without sending** button to return to the [EWR home](#) page.

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 **Upload Special Wage Payment File**

 [EWR Handbook](#)

**Special Wage Payments File Submission Confirmation**  
Name: ERESUB VALIDATION  
Your submission was successful. Use your browser menu to save or print this acknowledgment of receipt for your records, as proof of your filing date, and to keep a record of the Special Wage Payment Confirmation Number for checking the processing status.  
Date: 01/20/2011 Confirmation Number: 12DA56629E04771F  
Time: 04:48 PM Eastern Standard Time Your File Name: SWP20081124.txt  
File Size: 246 bytes (0.2 Kb)  
**Check the size of your file. [How?](#)**  
If it is not the same as the file size shown on your computer, there may have been a problem with transmission. Please contact BSO Technical Assistance at 1-888-772-2970. For TDD/TTY call 1-800-325-0778.  
**What to expect:**  
Please allow 24 to 48 hours to complete the processing of your file. Our business days are Monday through Friday.  
**Thank you for submitting your report using Business Services Online.**  

Submit Another File

EWR Home

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**STEP 3:** To submit another file, select the **Submit Another File** button on the Confirmation page to return to the “Submit Your Special Wage Payments File” page.

To return to the [EWR home](#) page, select the **EWR Home** button or the **EWR Home** link at the top of the page.